
Your Reference: 100830

From james.taylor@mmalegal.co.uk <james.taylor@mmalegal.co.uk>

Date Wed 2026-07-29 4:10 PM

To kdocherty2875@gmail.com <kdocherty2875@gmail.com>

Dear Karon Docherty,

Thank you for contacting me and explaining your concerns. I appreciate why the circumstances surrounding the initial contact may have caused confusion, and I am sorry that our role was not sufficiently clear to you at the outset.

Your original application to Scotland's Redress Scheme and your subsequent instruction of MMA Legal are two separate matters. It is possible for an applicant to begin or submit an application directly and later choose to instruct independent legal representatives to assist with gathering evidence, preparing the application and progressing the claim.

Our records show that on 03 April 2026, you provided your details directly to MMA Legal. You subsequently signed our Conditional Fee Agreement (CFA) and letter of authority on 3 April 2026 authorising MMA Legal to act on your behalf.

For clarity, MMA Legal is an independent organisation and is not part of Redress Scotland or the Scottish Government. We were not allocated to you by Redress Scotland.

Our records do not indicate that your personal information was obtained from Redress Scotland or purchased or sourced from an unrelated third party. The information held by us was provided by you during the registration and onboarding process. We can provide you with copies of the relevant forms, signed documents and available contact records so that you can see when and how your instructions were received.

I am also sorry that the contact details for your original call handler were no longer available and that you did not receive the follow-up you expected. We will review the communication history on your file and confirm whether the handler has left the business, changed role or whether your file was transferred to another member of the team.

You are entitled to end MMA Legal's instructions at any time. Should you wish to do so, please confirm this in writing by replying to this email. We will then:

- Stop undertaking further work on your behalf;
- Remove our authority to act;

- Notify the Scottish Government or Redress team, where necessary;
- Confirm what work has already been undertaken;
- Arrange for relevant documents to be returned or transferred as instructed; and
- Confirm the position regarding the retention of your personal information.

In relation to fees, before any cancellation is completed, we will provide you with a written statement confirming whether any amount is payable so that there is no uncertainty.

For the avoidance of doubt, we will not take any cancellation action until you confirm that this is what you would like us to do. Alternatively, I would be happy to arrange a call to explain how you came to instruct MMA Legal, what work has been completed and what the next steps would be if you continued with our assistance.

I can provide copies of:

- Your signed client-care agreement;
- Your letter of authority;
- The information supplied during onboarding;
- Our privacy notice; and
- A summary of the work undertaken on your file.

We take your concerns seriously and want to ensure that you have a clear understanding of our involvement so that you can make an informed decision about how you wish to proceed.

Kind regards,

James Taylor
Claims Operations Manager
E: james.taylor@mmalegal.co.uk
T: 0161 563 0816



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